

UNITED STATES OF AMERICA
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

Annual Compliance Report, 2017

Docket No. ACR2017

CHAIRMAN'S INFORMATION REQUEST NO. 4

(Issued January 16, 2018)

To clarify the basis of the Postal Service's FY 2017 Annual Compliance Report (ACR), filed December 29, 2017,¹ the Postal Service is requested to provide written responses to the following questions. Answers should be provided to the individual questions as soon as they are developed, but no later than January 23, 2018.

Service Performance

1. With respect to the methodology for estimating performance for First-Class Mail Presort Letters/Postcards, the presort portion of First-Class Mail Flats, USPS Marketing Mail, Periodicals, and Bound Printed Matter Flats, the Postal Service states that "[t]he application of the last mile profile was changed from stratification by the type of final processing operation which occurred to stratification by the number of days remaining to meet service standard after final processing occurred."²
 - a. Please describe in detail the methodology for application of the last mile profile. In the response, please thoroughly explain the difference between "stratification by the type of final processing operation" and "stratification by the number of days to meet service standard after final processing occurred." FY 2017 Service Performance Report at 8, 14, 17-18, 22.

¹ United States Postal Service FY 2017 Annual Compliance Report, December 29, 2017.

² Library Reference USPS-FY17-29, December 29, 2017, pdf file "FY17-29 Service Perf Report," at 8, 14, 17-18, 22 (FY 2017 Service Performance Report).

- b. For each affected class of mail, please provide the month and year that the modification was implemented.
 - c. Please describe in detail how the modification “improve[s] the accuracy of the performance estimates as the new methodology better accounts for the relationship between time spent in last mile and time spent in processing.” *Id.* at 8, 14-15, 18, 22.
2. Please refer to the results for carriers returned by 17:00 on the day of delivery provided in Docket No. ACR2016, Library Reference USPS-FY16-NP30, January 10, 2017, at 7, “USPS-FY16-NP30.Preface.pdf.” Please provide updated results that contain the 10 districts with the most failures in meeting the national goal for carriers returned by 17:00 on the day of delivery during FY 2017. For each district identified, please state the number of times that the district failed to meet that national goal during FY 2017, and the corresponding number of times that the district failed to meet that national goal during FY 2016.

By the Chairman.

Robert G. Taub